



ANTONIA JIMÉNEZ  
Acting Director

County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020  
(213) 351-5602

March 30, 2011

To: Supervisor Michael D. Antonovich, Mayor  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

From: Antonia Jiménez  
Acting Director

Board of Supervisors  
GLORIA MOLINA  
First District  
MARK RIDLEY-THOMAS  
Second District  
ZEV YAROSLAVSKY  
Third District  
DON KNABE  
Fourth District  
MICHAEL D. ANTONOVICH  
Fifth District

**NOTIFICATION TO EXTEND THE MOVES, ADDS AND CHANGES/COUNTY  
ACCESS TO DAILY DOWNLOAD (MAC/CAD) SERVICES CONTRACT NUMBER  
77253 WITH INTERNATIONAL BUSINESS MACHINES (IBM) CORPORATION**

This is to notify your Board that I have used Board delegated authority to extend the MAC/CAD Services Contract with IBM, as adopted by your Board on March 15, 2011. This is the first renewal option to extend the term of this contract for one additional year effective April 1, 2011 through March 31, 2012, at the annual maximum cost of \$150,000.

The objective of the MAC/CAD Services Contract is to provide technical support to maintain the California State Child Welfare Services/Case Management System.

If you have any questions or need additional information, you may call me at (213) 351-5600, or your staff may contact Aldo Marin, Board Liaison, at (213) 351-5530.

AJ:CM:AM  
KAF:CC:jar

c: Chief Executive Officer  
Executive Office, Board of Supervisors

*"To Enrich Lives Through Effective and Caring Service"*



ANTONIA JIMÉNEZ  
Acting Director

County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020  
(213) 351-5602

March 15, 2011

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

#26 MARCH 15, 2011

*Sachi A. Hamai*  
SACHI A. HAMAI  
EXECUTIVE OFFICER

Board of Supervisors

GLORIA MOLINA

First District

MARK RIDLEY-THOMAS

Second District

ZEV YAROSLAVSKY

Third District

DON KNABE

Fourth District

MICHAEL D. ANTONOVICH

Fifth District

Dear Supervisors:

**REQUEST TO DELEGATE AUTHORITY TO EXTEND RENEWAL OPTIONS TO CONTRACT  
NUMBER 77253 WITH INTERNATIONAL BUSINESS MACHINES CORPORATION  
(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

**SUBJECT:**

Requesting your Board's approval to delegate authority to the Director of the Department of Children and Family Services (DCFS), or Director's designee, to exercise four renewal options with International Business Machines (IBM) Corporation to provide technical support to maintain the California State Child Welfare Services/Case Management System (CWS/CMS) used to support child welfare operations.

**CIO RECOMMENDATION:**

**APPROVE ( X )    APPROVE WITH MODIFICATION ( )    DISAPPROVE ( )**

**IT IS RECOMMENDED THAT YOUR BOARD:**

Approve and delegate authority to the DCFS Director, or Director's designee, to exercise three (3) one-year extension renewal options and one (1) six-month renewal option to extend Contract Number 77253, provided that: (a) IBM Corporation remains the CWS/CMS vendor to the State of California (State) under the State agreement for CWS/CMS services; (b) sufficient funding is available and appropriated; (c) prior County Counsel, the Chief Executive Office (CEO), and Chief Information Officer (CIO) approvals are obtained; and (d) the DCFS Director notifies in writing within ten (10) working days to the Board of Supervisors that the renewal option has been executed.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The purpose and justification of this action is to request approval of the Board for the delegated authority to extend the Contract to continue with uninterrupted technical support to the CWS/CMS, a mandated statewide system. Access to CWS/CMS data will be severely hampered and the ability to serve the needs of the public and protect the children of Los Angeles County will be diminished without approval of the recommended action. Continuation of this contract will ensure ongoing access to CWS/CMS and allow DCFS to obtain all necessary Moves, Adds, and Changes (MAC) services, support for the daily download to the Department's data warehouse, known as County Access to Data (CAD), and provide access and use to CWS/CMS.

### **Implementation of Strategic Plan Goals**

The recommended action will provide organization efficiency and case management proficiency in delivering services to the public, and is therefore consistent with the principles of the Countywide Strategic Plan Goal No. 1, Operational Effectiveness and Goal No. 2, Children, Family and Adult Well-Being.

### **FISCAL IMPACT/FINANCING**

The Maximum Annual Contract Sum for the first renewal option period of April 1, 2011 through March 31, 2012 is \$150,000 and will be financed using 50 percent (\$75,000) Federal revenue, 35 percent (\$52,500) State revenue, and 15 percent (\$22,500) net County cost (NCC). The Maximum Annual Contract Sum for each of the two (2) renewal option years is \$150,000, and will be financed using 50 percent (\$75,000) Federal revenue, 35 percent (\$52,500) State revenue, and 15 percent (\$22,500) NCC. The Maximum Annual Contract Sum for the fourth, and final renewal optional 6-month term, is \$75,000 and will be financed using 50 percent (\$37,500) Federal revenue, 35 percent (\$26,250) State revenue, and 15 percent (\$11,250) NCC. The total Maximum Contract Sum is \$525,000 for all four (4) options to extend and will be financed using 50 percent (\$262,500) Federal revenue, 35 percent (\$183,750) State revenue, and 15 percent (\$78,750) NCC. Sufficient funding is included in the Department's Fiscal Year (FY) 2010-11 Adopted Budget and the cost for FY 2011-12 will be included in the Department's FY 2011-12 Budget Request.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

Under the California Welfare Institutions Code (WIC) Section 16501, the State was required to develop and use a statewide system to be used by counties to support child welfare operations. The CWS/CMS system was made possible through federal funds (45 CFR 1355.53) and is currently being extensively used by social workers in all California counties. Based on a 1992 State agreement, IBM Corporation is authorized to move, add or change network components, (servers and printers); certify workstation software images; and to provide daily downloads of data for counties in California, thus ensuring that the integrity of

CWS/CMS is maintained by a single vendor who is entirely responsible for maintaining contractual system performance and service levels. If a county were to procure these services from another vendor, it could imperil the State's ability to ensure that CWS/CMS meets statutory requirements.

On March 16, 2010, your Board approved a sole source contract with IBM Corporation for MAC/CAD services, which are now being performed under the current contract. The Contract expires on March 31, 2011, and no changes were made to Contract Number 77253. Since delegated authority for the Director or Director's designee was not requested in the March 16, 2010 adopted Board letter, delegated authority is being recommended for the execution of the contract extensions by the DCFS Director or Director's designee. The Chief Information Officer (CIO) recommends approval of extending this Contract (See Attachment I).

This Board Letter does comply with your Board's policy for timely filing for delegated authority to extend the contract in the adopted Board Letter.

#### **CONTRACTING PROCESS**

No additional contracting process is needed for this action.

#### **IMPACT ON CURRENT SERVICES**

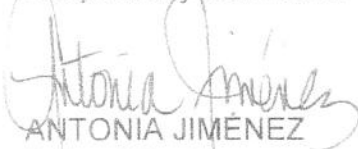
Approval of the proposed recommendation will allow the County continuous immediate and complete access to critical case information, provide updates to that information, and perform basic essential tasks to ensure that the well-being of children and families are maintained and recorded in the CWS/CMS system.

**CONCLUSION**

Upon approval by the Board of Supervisors, it is requested that the Executive Office send adopted copies of this Board Letter and Attachments to:

1. Kimberly A. Foster, Senior Manager  
Department of Children and Family Services  
Contracts Administration Division  
425 Shatto Place, Room 400  
Los Angeles, CA 90020
2. Catherine Mori  
CWS/CMS Project Executive  
International Business Machines Corporation  
3775 North Freeway Boulevard  
Sacramento, CA 95834
3. Richard Sanchez, Chief Information Officer  
County of Los Angeles  
Chief Information Office  
World Trade Center  
350 South Figueroa Street, Suite 188  
Los Angeles, CA 90012

Respectfully submitted:

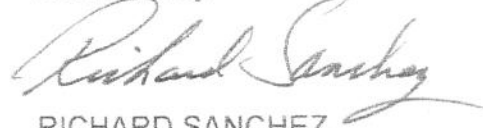
  
ANTONIA JIMENEZ  
Acting Director

AJ:KAF:CC:jar/msw

Attachment

- c: Chief Executive Office  
Executive Officer, Board of Supervisors

Reviewed by:

  
RICHARD SANCHEZ  
Chief Information Officer

# CIO ANALYSIS

REQUEST TO DELEGATE AUTHORITY TO EXTEND RENEWAL OPTIONS TO CONTRACT  
NO. 77253 WITH INTERNATIONAL BUSINESS MACHINES CORPORATION

CIO RECOMMENDATION: ☒ APPROVE ☐ APPROVE WITH MODIFICATION  
☐ DISAPPROVE

**Contract Type:**

☐ New Contract ☐ Contract Amendment ☐ Contract Extension  
☐ Sole Source Contract ☐ Hardware Acquisition ☒ Other

New/Revised Contract Term: Base Term: N/A Months # of Option Yrs N/A

**Contract Components:**

☐ Software ☐ Hardware ☐ Telecommunications  
☒ Professional Services

Project Executive Sponsor: Jackie Contreras, Chief Deputy

**Budget Information :**

Y-T-D Contract Expenditures	\$150,000
Requested Contract Amount	\$525,000
Aggregate Contract Amount	\$675,000

**Project Background:**

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project legislatively mandated?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project subvented? If yes, what percentage is offset? 50% Federal, 35% State, and 15% County with approval from State/Federal.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project/application applicable to (shared use or interfaced) other departments? If yes, name the other department(s) involved. Probation/Child Support Services.

**Strategic Alignment:**

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project in alignment with the County of Los Angeles Strategic Plan?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project consistent with the currently approved Department Business Automation Plan?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Does the project's technology solution comply with County of Los Angeles IT Directions Document? CWS/CMS uses client/server technologies not consistent with the County's I/T direction. However, CWS/CMS is a State-mandated system and there is no alternative.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Does the project technology solution comply with preferred County of Los Angeles IT Standards? See previous item.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	This contract and/or project and its milestone deliverables must be entered into the Information Technology Tracking System (ITTS).

**Project/Contract Description:**

Department of Children and Family Services (DCFS) is requesting Board authorization to exercise three one-year and one six-month optional extensions to Agreement No. 77253 with International Business Machines Corporation (IBM) to provide DCFS with technical support services to maintain the Child Welfare Services/Case Management System (CWS/CMS). If all optional extensions are exercised, the total maximum contract sum is \$525,000.

**Background:**

CMS/CWS is mandated by Section 16501.5 of the California Welfare and Institutions Code. In 1992, the State of California Department of Health and Human Services awarded a competitively bid contract to IBM for the design, implementation, and operation of CWS/CMS. The Agreement is still in effect and IBM is the sole vendor contracted by the State to perform these required services. The State and Federal governments allow DCFS to contract exclusively with IBM for County specific support of CWS/CMS.

On March 16, 2010, the Board approved Agreement No. 77253 with IBM for the provision of these County specific support services for one year with three one-year and six month optional extensions for a maximum contract sum of \$675,000. This Agreement expires on March 31, 2011. DCFS is requesting Board authorization to exercise optional extensions under this Agreement, subject to the following criteria:

- IBM to remain as the CWS/CMS vendor under the State agreement for CWS/CMS services;
- Sufficient funding is available and appropriated;
- Approval of County Counsel, the Chief Executive Officer (CEO), and Chief Information Officer (CIO) be obtained prior to executing the renewal options; and
- DCFS confirms in writing within ten (10) working days to the Board of Supervisors that the renewal options have been executed.

**Project Justification/Benefits:**

The State-operated CWS/CMS is a critical component in DCFS' ability to perform needed services to children and families in Los Angeles County. Convenient access to CWS/CMS and the timely download of system data are essential for DCFS staff to perform these services. This Agreement is also needed to accommodate DCFS' organizational changes that require the addition/relocation of system users, and the ability to retrieve data, statistical information, and reports.



**Project Metrics:**

The County's Program Manager will evaluate the success of the project through completion of MACs in a timely manner, as well as timely and accurate delivery of data downloads.

**Impact on Service Delivery or Department Operations, If Proposal is Not Approved:**

If the requested authorization is not approved, DCFS' access to the CWS/CMS application may be impacted. Also, problems encountered with equipment upgrades performed by the State will not be addressed and corrected, resulting in significantly reduced levels of service.

**Alternatives Considered:**

DCFS is mandated to use the Statewide system and IBM is the current sole State vendor providing ongoing maintenance and operations. There are no other alternatives.

**Project Risks:**

The potential risks of this proposed Agreement are relatively small, given the limited scope of work to be performed, the vendor's familiarity in performing these services, and the established Service Level Agreement between the vendor and the State.

The County Information Security Officer (CISO) has reviewed the proposed delegated authority agreement and did not identify any security risks or issues.

**Risk Mitigations:**

None.

**Financial Analysis:**

If all optional extensions are exercised, the maximum contract sum is \$525,000. The Agreement will be financed using 50 percent (\$262,500) Federal revenue, 35 percent (\$183,750) State revenue, and 15 percent (\$78,750) NCC. DCFS represents that sufficient funding is included in the Department's FY 2010-11 Adopted Budget and FY 2011-12 Budget Request.

**CIO Concerns:**

The CIO has no concerns with approval of the delegated authority request.



**CIO Recommendations:**

The Chief Information Officer recommends approval of the delegated authority request.

**CIO APPROVAL**

Date Received: 2/22/2011

Prepared by: Gene A. Franklin Sr.

Date: 2/22/2011

Approved: 

Date: 2-22-11